

# Medical Soldiers OUTLOOK

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Army Medical Department Enlisted Training News



Fall 2003

## From the Top

Command Sergeant Major Sandra K. Townsend has been selected as the MEDCOM Command Sergeant Major and the Senior Enlisted Advisor to The Surgeon General. Command Sergeant Major Townsend is a native of Williamsburg, IA. She entered the Army as a member of the Women's Army Corps in November 1973, attended Basic Training at Fort McClellan, AL, and Advanced Individual Training for MOS 91F (Psychiatric Specialist) at Fort Sam Houston, TX.

She earned her Bachelor of Science Degree from Wayland Baptist University in 1995, graduating with honors. Her military education includes the U.S. Army Sergeants Major Academy, Class 47, the First Sergeant Course, where she was awarded the AUSA Leadership Award, the AMEDD Advanced NCO Course, AMEDD Basic NCO Course, and PLDC. She has also completed the TRADOC IET Pre-Command Course, Faculty Development Course, AMEDD Executive Skills Course, Family Counseling, Advanced Individual Counseling, Group Facilitator, and Advanced Alcohol Counseling Courses.

Prior to her current assignment, CSM Townsend served as CSM for the AMEDD Center and School and Fort Sam Houston. Previous assignments also include CSM for the Center Brigade, AMEDD Center and School; CSM

for the 232d Medical Battalion; Senior Medical SGM for the USA MEDDAC, Fort Irwin, CA; First Sergeant, Medical Company C, and Chief Medical NCO, U.S. Army Health Clinic, Schofield Barracks, HI. Other assignments included Directorate of Training Development, AMEDD Center and School; Senior Instructor, 91F Branch, AMEDD

Center and School; NCOIC, Residential Treatment Facility, 34th General Hospital, Augsburg, Germany; and Wardmaster, USA MEDDAC, Nuremberg, Germany. Command Sergeant Major Townsend has also served as a Medical Specialist and Psychiatric Specialist at BAMC, Fort Sam Houston, TX, and 130th Station Hospital, Heidelberg, Germany.

Her awards and decorations include MSM (3OLC), ARCOM (2OLC), AAM, Good Conduct Medal (9th award), and National Defense Medal with two service stars, NCO Professional Development Ribbon (Numeral 4), Army Service Ribbon, Overseas Ribbon (Numeral 3), and the Order of Military Medical Merit.

Command Sergeant Major Townsend is married to CSM(R) Carlton Martin and has a daughter, Michelle.



**Sandra K. Townsend**  
CSM, USAMEDCOM

The course and treatment of his medical condition have required that CSM Jack Clark relinquish his duties as the MEDCOM Command Sergeant Major. He and his family appreciate the outpouring of support they have received. They will continue to have the support, prayers, and concern of their AMEDD and Army families.

### Correspondence Courses on Internet

You can enroll in medical correspondence courses at the following website: <https://www.atrrs.army.mil>. A course catalog is available in the upper right corner to review courses and their prerequisites. Medical correspondence courses are easily found under School Code 555. Copy the exact number and course title, return to the ATRRS homepage, and submit an application. Scroll down the right side under "Channels" for SELF-DEVELOPMENT, click on it for the application form and follow on-screen instructions. If submitted correctly, you will receive an e-mail message that materials will be mailed within 2 weeks. This message is from ATRRS, not the AMEDDC&S. Soldiers enrolled in a medical course will receive a notice of enrollment from the Nonresident Instruction Section, Fort Sam Houston, TX.

Applications submitted through ATRRS build a soldier's academic record as the correspondence courses are filed with all other formal training under completions and non-completions. **NOTE:** A central e-mail address is available to communicate with the AMEDD Correspondence Course Program. The web address, monitored daily, is [accp@amedd.army.mil](mailto:accp@amedd.army.mil) and links correspondence course students to personnel who can assist them with problems or concerns about enrollment. **Contact:** Nonresident Instruction Section toll-free at 1-800-344-2380.

### Field Feedback on AMEDDC&S Training

The Department of Academic Support and Quality Assurance, AMEDD Center and School, conducts surveys of all courses taught here. We are asking for your help in collecting the information when we visit your installation. We are non-disruptive, considerate of your training and work schedules, and will work within your guidelines.

This is your voice in the training of our soldiers, NCOs, and officers. The data collected from AMEDD and MTOE customers and from leadership, enables our departments to produce the soldiers needed in the field. Give us a few minutes of your time to complete these important surveys. **Contact:** Mr. Dunbar, DSN 471-6605, (210) 221-6605, [david.c.dunbar1@us.army.mil](mailto:david.c.dunbar1@us.army.mil) or Ms. McCormick, DSN 471-6191, (210) 6191, or [michele.mccormick@us.army.mil](mailto:michele.mccormick@us.army.mil).

### Training Record Available on AKO

Students can now access their ATRRS Training Record through Army Knowledge Online (AKO). The record includes the SmartForce courses that have been completed. It does not include AMEDD Correspondence Course enrollments prior to 1 Oct 00. To access the information, go to AKO at <http://www.us.army.mil> and click "My Education" under "Self-Service." Scroll down below the AARTS block to the ATRRS Online block and click on "Go to ATRRS OnLine" and your record will be displayed. Click on "Military Training Record" to obtain your training history from 1986 to present.

For assistance with AKO, access website FAQs/Help at [www.us.army.mil](http://www.us.army.mil), or call 1-877-256-8737 (DSN 754-3791). For assistance with any difficulty in ATRRS, logon to <http://www.atrrs.army.mil/help> or call 703-695-2060 (DSN 225-2060). To subscribe to the SkillSoft Army E-mail newsletter, send an e-mail request to [wscott@skillsoft.com](mailto:wscott@skillsoft.com).

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## Consultancy: The Road to Better Business Practices

The Army Medical Department (AMEDD) is a team that provides worldwide quality health care for our military family. As part of that team, each of us is responsible for recommending the best way to provide that care for our family. The Enterprise Consultancy (EC) is a gateway within the AMEDD family to ensure that we all provide quality health care through consultancy and sharing knowledge. As part of this quality team of professionals, we share in the successes as well as the failures. The EC assists by bringing issues to the appropriate AMEDD consultant or subject matter expert for follow-on action and resolution. The EC accepts issues from both TDA and TOE organizations, thereby creating a good mix of issues, both large and small.

The EC focuses on the implementation of new solutions, acts as customer liaison, and brokers projects with other groups within the AMEDD. It is your network in the sharing of solutions to common problems to benefit the entire AMEDD. These solutions enable the AMEDD to institute best business practices while enabling care for our patients to be more efficient and effective. We all gain knowledge and implement our best business practices through the exchange of information. The EC assists in the communication between the individual soldier (and civilian) and the AMEDD leadership.

You can access AMEDD better business practices through the EC. The EC adds to the Knowledge Base of information and issues almost daily. The data are available on the web 24/7 so that you can find the facts for yourself. The EC website at <http://ec.amedd.army.mil> has a wealth of information and links for your use. If you don't find the answer to your issue, you can submit it directly from the web. Click on the e-mail icon and fill out the short form. Provide as many facts about the issue as you can, to include who, what, when, where, and why. Provide current information on how to reach you so the EC can get back to you with the status of the issue. Click on "Submit" and the issue will be directed to the Chief. For more information, **contact:** Enterprise Consultancy, DSN 471-6920, (210) 221-6920, or [ec@amedd.army.mil](mailto:ec@amedd.army.mil).

## Mission Training Plan (MTP) Update

There are currently 38 MTPs posted on the "Official Departmental Publications" side of the General Dennis Reimer Digital Library (RDL) at <http://www.adtdl.army.mil/atdls.htm>. All MTPs are now password protected. In order to gain access, you must register on the RDL, allowing 3 to 5 days for processing. An icon is located at the top of the RDL page labeled "Download Document." Click on the icon and you will find the "Self-Extracting ZIP (EXE) Files" in MS Word format for the entire MTP. For more information, **contact:** Ms. Garza, Department of Training Support, ARTEP Branch, DSN 471-2672, (210) 221-2672; DSN 421-8977, (210) 295-8977; or [crescenciana.m.garza@amedd.army.mil](mailto:crescenciana.m.garza@amedd.army.mil).

## NCO Vision

An NCO Corps, grounded in heritage, values and tradition, that embodies the warrior ethos; values perpetual learning, and is capable of leading, training, and motivating soldiers.

*We must always be an NCO Corps that –*

- *Leads by Example*
- *Trains from Experience*
- *Maintains and Enforces Standards*
- *Takes Care of Soldiers*
- *Adapts to a Changing World*

### Veterinary Services Installation Course

The Veterinary Services Installation Course, 6G-F3/321-F3, Class 014, is scheduled for 17-21 Nov 03 at Fort Sam Houston, TX. The course provides a review of the policies, procedures, and programs with particular emphasis on the Prime Vendor Inspection Program.

#### *Course Prerequisites are:*

- SPC/CPL and higher.
- Possess 91R MOS with 1 year in MOS.
- Must be assigned or scheduled for assignment to installation veterinary services or CONUS MOTE unit.
- Meet height and weight requirements.
- 12 months remaining in service.

For additional information **contact:** Mr. Stilwell, Department of Veterinary Science, DSN 471-9275, (210) 221-9275, or SFC Willis, DSN 421-1028, (210) 295-1028.

### MOS 91X Training Opportunities

The Alcohol and Drug Training Section, Soldier and Family Support Branch, Department of Preventive Health Services, has a number of courses to help soldiers and civilians working in the Behavioral Health field improve their counseling skills. Interested personnel are encouraged to access [www.cs.amedd.army.mil/sfsb/ADTS/ADTS.htm](http://www.cs.amedd.army.mil/sfsb/ADTS/ADTS.htm) or ATRRS site [www.atrrs.army.mil](http://www.atrrs.army.mil) to review and verify class dates, prerequisites, and apply for the following courses.

| Course            | Number         | Date         | Suspense  |
|-------------------|----------------|--------------|-----------|
| Individual Course | 5H-F4/302-F4   | 01-12 Dec 03 | 20 Oct 03 |
| Group Course      | 5H-F5/302-F5   | 05-16 Jan 04 | 24 Nov 03 |
| Advanced Course   | 5H-F10/302-F10 | 09-13 Feb 04 | 29 Dec 03 |

Submission of a course nomination does not guarantee enrollment. For more information, **contact:** Ms. Garcia at DSN 471-6736, (210) 221-6736, FAX DSN 471-6354, or e-mail [lucinda.garcia@cen.amedd.army.mil](mailto:lucinda.garcia@cen.amedd.army.mil).

### AMEDD Videotapes

The AMEDDC&S has videotapes for use in individual or group instruction. Visit the website at <http://dodimagery.afis.osd.mil> where you can place your order. The videotapes are available at your supporting Training Support Center or Visual Information Support Center. You may also log on the web page at <http://cs.amedd.army.mil> or **contact:** the Health Sciences Visual Information Division, DSN 471-3111 or (210) 221-3111.